

Response Line 510
CLEAR CREEK MUTUAL TELEPHONE COMPANY
532363

Service Quality Standards & Consumer Protection Rules Compliance:

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) CLEAR CREEK MUTUAL TELEPHONE COMPANY is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. CLEAR CREEK MUTUAL TELEPHONE COMPANY provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. CLEAR CREEK MUTUAL TELEPHONE COMPANY also conducts subscriber outreach regarding CPNI by periodically placing CPNI explanation messages onto its website informing subscribers on CPNI rules and regulations. In addition CLEAR CREEK MUTUAL TELEPHONE COMPANY trains staff on Red Flag issues on an annual basis. All Clear Creek Mutual Telephone Company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

CLEAR CREEK MUTUAL TELEPHONE COMPANY also outlines its rates, terms, and conditions under which CLEAR CREEK MUTUAL TELEPHONE COMPANY offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. CLEAR CREEK MUTUAL TELEPHONE COMPANY keeps its tariffs available for public inspection at its business offices.